# **FAQs**

➢ **How does the product work?**

Learning programmes are made available on the learning platform. learning programme consists of several courses and is always assigned to one main topic.

➢ **How much does this product cost?**

All e-learnings, online seminars and working materials provided on the learning platform are free of charge.

➢ **What is e-learning?**

An e-learning (electronic learning) is a form of learning in which learning material is made available in digital form. All e-learning is provided on a l earning platform, in this case our learning platform.

➢ **What do I do if I no longer want to use the product?**

If you are dissatisfied with the product, please contact our support team. We will be happy to help you further if any inconveniences have occurred and to eliminate them. If you still do not see any use for the product, you can delete your account at any time.

➢ **Who do I contact if I have a problem?**

You can reach the support at any time by e-mail or contact form

➢ **How does the product provider use the information they want from me as a customer?**

Your data will only be processed by us for your learning progress. I f you have successfully completed a learning module, you will receive a certificate confirming that you have passed the course.

➢ **How can I find out more about the product?**

If you have specific questions about the learning platform, you can contact our support team at any time. They will answer all your questions about the product.

➢ **Are there things I need to take care of or watch?**

Some courses have an expiry date, which means that after a certain period of time they have to be refreshed and successfully passed again. You will be reminded in good time when the course expires and you have to repeat it. Furthermore, there are learning modules that are only activated if you have completed another module beforehand. Make sure that you can only deal with these modules after you have completed them.

➢ **Why didn't we release the product in the past?**

The product was still in the development phase and due to the constant change of time we had to adapt requirements, which took a lot of time. Our customers should only get the best possible product that fulfils all their wishes.

➢ **How do we measure the success of the product?**

On the use of the product, views of the platform, number of users, traffic, counter for saved baby lives

➢ **How does the product scale in case it becomes a success?**

The product is expanded with features that customers want.

➢ **How will the product improve the lives of customers? What data is the statement based on?**

**Students**

- It allows for a much simplified and user-friendly interface to learn interactive essential skills.
- The current methods to ensure learning progress are very cumbersome and not designed to enable optimal learning progress.

**Lecturing tutor**

- Our product allows flexibility in terms of time and space, which otherwise can only be guaranteed by the presence of a lecturoing tutor.
- It enables a much better exchange, as the use is always bidirectional.

➢**Why is the client issue important right now?**

**Students**

- It is very difficult at the moment to be properly trained by foreign professionals.

- The skills to be acquired are urgently needed to save human lives.

**Lecturing tutor**

- Here, the skills are available but the transfer of them is much more difficult due to the distance.